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Addendum StartPage: 0

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June 2, 2021

The Public Utility Commission of Texas
Chairman Peter Lake
Commissioner Will McAdams
1701 Congress Ave.
Austin, Texas 78711

Via electronic filing

In Re: Project 51812, *Issues Related to The State of Disaster for the February 2021 Winter Weather Event*, Statement of Support

Dear Chairman and Commissioner:

On behalf of Texas Energy Association for Marketers ("TEAM"), this letter is submitted to offer support for the discontinuance of the moratorium on disconnections put in place by an emergency order of the Public Utility Commission of Texas ("PUC" or "Commission") on February 21, 2021. The underlying circumstances that existed at the time of the order have resolved, and current conditions do not indicate that continuance of the moratorium is in the public interest. Accordingly, TEAM supports the recommendations of Commissioner McAdams as stated in his memo filed in this proceeding yesterday.

As always, the retail electric providers ("REPs") who are members of TEAM, look to provide quality service and to maintain a customer's continued electricity service. The need to consider disconnection is the least preferable option for providing service. At this time, many customers are accumulating balances on their accounts that may be difficult to resolve. REPs want to work with these customers to find bill payment assistance and to accommodate deferred payment plans and other payment arrangements that will allow the customers to manage their electricity service accounts prior to the summer months which typically have the highest usage periods.

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Customers should be encouraged to contact their REP to request a deferred payment plan or payment arrangement. REPs will work with all customers to find arrangements that meet each customer's needs to resolve outstanding balances, many of which have carried forward from

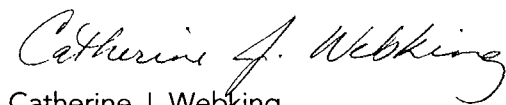
January usage (or prior). Accommodating these balances may require modifications to standard deferred payment plan terms, which the REPs may be able to offer as they work with each customer to address the customer's needs.

In addition to REP accommodations, there are multiple assistance programs available to assist customers who are having trouble paying their bills. Just this year, the Governor created the Texas Rent/Utility Relief Program which can assist and provide direct payments for outstanding electric bills. The REPs have worked with the administrators of this program to make it as customer-friendly as possible. The contact information for these organizations is as follows:

- *2-1-1 Texas*. Customers can get help with utility assistance by dialing 2-1-1 or (877) 541-7905, or logging on to www.211texas.org.
- *Texas Rent Relief Program*. Customers can get help with rent and utilities by calling 1-833-989-7368.

We recognize that these are challenging times for all Texans, and the REPs look forward to engaging with their customers to allow them to manage the cost of their electricity service in a way that best meets the needs of the customer.

Sincerely,


Catherine J. Webking

ATTORNEYS FOR TEAM